GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1853
ANSWERED ON:11.12.2008
PASSENGER FACILITIES AT THE AIRPORTS
Hussain Shri Syed Shahnawaz

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Union Government are aware that there has been sharp decline in the standard of passenger facilities at the airports, especially in the metropolitans;

(b) if so,the details thereof;

(c) the number of complaints received from passengers in this regard during the last financial year;and

(d) the details thereof alongwith the measures taken for this redressal?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a)&(b): No,Sir.In fact,Government have restructured Delhi and Mumbai Airports through Joint Venture Routes to modernise and expand them to World Class standards.Other metro airports at Chennai and Kolkata have also been taken up for development/upgradation/modernisation by Airports Authority of India(AAI).Besides,AAI have also undertaken development and upgradation including the passengers facilities of 35 Non-Metro airports and 13 other airports in a time bound manner. New Greenfield airports at Hyderabad and Bangalore have also become operational.These measures are expected to provide facilities of international standards to the passengers.

(c) & (d) The information is being collected.